



<https://www.RefineM.com>

(417) 763-6762

Contact@RefineM.com

SUMMARY

Pfizer, one of the world's largest pharmaceutical companies, was looking for a distinguished project management professional to train their team on scheduling projects, including project scheduling in Microsoft Project. RefineM won this bid and worked with Victoria Kumar, an experienced trainer, to deliver a 2-day onsite training in November 2016. Feedback from the Microsoft Project training was so positive that RefineM was asked to deliver additional training on Agile Fundamentals in July 2017.

CHALLENGES

RefineM faced several challenges when planning for the Microsoft Project and Agile training events. Older software was in use, which meant previously developed training materials weren't applicable. The participants attending the training were highly interested in using Project to schedule their projects, each of which had a different set of requirements. For Agile Fundamentals, RefineM needed to customize the training to make it relevant for participants with varying levels of experience Agile and to prepare them to participate in and lead Agile teams.

SOLUTION

RefineM's instructors adjusted their training approach to address Pfizer's challenges. They adapted similar training material and took input from subject matter experts, resulting in a training event that participants rated highly relevant. RefineM also developed a module on scheduling concepts and added it to the training to help participants understand the utilization of Microsoft Project for scheduling. For the Agile Fundamentals training, RefineM's instructors worked closely with Pfizer stakeholders to assess their current state of Agile. They collaborated to modify RefineM's standard Agile Fundamentals training into a program capable of helping Pfizer's teams increase their understanding of Agile concepts and move to a fully Agile state.

OUTCOME

8 Pfizer employees participated in RefineM's Microsoft Project and Scheduling Concepts training and the average overall satisfaction rating was 4.5 (on a scale from 1.5). On the question of whether the training was directly applicable to their jobs, participants gave an average rating of 4.875 out of 5. 21 Pfizer employees participated in the Agile Fundamentals training and 18 out of 21 participants rated all aspects of the course at a 4 or 5 on a 5 point scale. One participant wrote that the course "refreshed my understanding of Agile and gave me several takeaways to apply right away."